

Amendments to the Claims:

- 1 1. (withdrawn) A method comprising:
2 receiving a storable representation of an audio/video interaction between
3 an agent of a business and a customer;
4 analyzing the storable representation, wherein during the analyzing an
5 analyst observes the storable representation and performs an evaluation of the
6 visual and audio aspects of the audio/video interaction to determine analysis data
7 that are related to a quality of service provided to the customer by the agent; and
8 inputting the analysis data into a data processing device, wherein the
9 analysis data is derived from the visual aspects of the audio/video interaction
10 associated with the analyzing.
- 1 2. (withdrawn) The method of claim 1, wherein the business is
2 located in a first geographic area and the analyzing occurs in a second geographic
3 area and the second geographic area is subject to a geographic wage attenuator.
- 1 3. (withdrawn) The method of claim 1, wherein the agent and the
2 customer are face-to-face during the audio/video interaction.
- 1 4. (withdrawn) The method of claim 1, wherein the agent and the
2 customer are not face-to-face during the audio/video interaction.
- 1 5. (withdrawn) The method of claim 1, wherein the analyst is one of a
2 group of calibrated analysts who have been trained to produce scores within a set
3 deviation of each other in response to a common input.
- 1 6. (withdrawn) The method of claim 5, wherein a calibration selected
2 from the group consisting of an internal calibration, a client calibration, an
3 anonymous transaction simulation, and a quality audit has been applied to the
4 analysts.
- 1 7. (withdrawn) The method of claim 1, further comprising:

2 transmitting the storable representation to a second geographic area.

1 8. (withdrawn) The method of claim 1, wherein the analyzing occurs
2 at a frequency that requires at least one of the agent's audio/video interactions per
3 day to be analyzed for service quality.

1 9. (withdrawn) The method of claim 1, wherein the analyzing occurs
2 at a frequency selected from the group consisting of at least once per day, more
3 than once per day and a frequency sufficient to provide a statistically relevant
4 sample of the agent's audio/video interactions.

1 10. (withdrawn) The method of claim 1, further comprising:
2 informing the agent of at least one agent performance element that could
3 be performed even better.

1 11. (withdrawn) The method of claim 10, further comprising:
2 notifying the agent of at least one agent performance element that was
3 well performed.

1 12. (withdrawn) The method of claim 1, further comprising:
2 providing a training tip for the agent based on the analyzing.

1 13. (withdrawn) The method of claim 1, wherein during the evaluation
2 the analyst uses a criterion selected from the group consisting of did the agent
3 projected a confident visual appearance, what effect did the agent's body
4 language have on the customer, did the agent make sufficient eye contact with the
5 customer, did the customer appear at ease, and did the customer appear to become
6 upset during the course of the interaction.

1 14. (previously presented) An apparatus comprising:
2 a storage device, the storage device is configured to receive and store a
3 plurality of storable representations of audio/video interactions between agents of
4 a business and customers of the business, the storable representations are analyzed

5 by analysts to estimate analysis data, wherein the analysis data is related to a
6 quality of service; and
7 an analysts console, the analyst's console is configured to access the
8 storage device and to facilitate the input of analysis data, the analysis data
9 representing an estimate of the quality of service rendered by the agents to the
10 customers.

1 15. (previously presented) The apparatus of claim 14, wherein the
2 business is located in a first geographic area and the storable representations are
3 analyzed for quality of service in a second geographic area and the second
4 geographic area is subject to a geographic wage attenuator.

1 16. (previously presented) The apparatus of claim 14, wherein an agent
2 and a customer are face-to-face during the audio/video interaction.

1 17. (previously presented) The apparatus of claim 14, wherein an agent
2 and a customer are not face-to-face during the audio/video interaction.

1 18. (previously presented) The apparatus of claim 14, wherein a device
2 is used to obtain a storable representation of an audio/video interaction.

1 19. (original) The apparatus of claim 18, wherein the device is selected
2 from the group consisting of a video-telephone, a workstation, an audio/video
3 monitoring system, a lap-top computer, a personal data assistant, a tablet
4 computer and a wearable computer.

1 20. (original) The apparatus of claim 15, further comprising a
2 communication link to facilitate communications between the first geographic
3 area and the second geographic area.

1 21. (original) The apparatus of claim 20, wherein the communication
2 link further comprises a satellite.

1 22. (previously presented) The apparatus of claim 14, wherein an
2 analysis frequency applied to an agent's audio/video interactions is selected from
3 the group consisting of at least once per day, more than once per day and a
4 frequency sufficient to provide a statistically relevant sample of the agent's
5 audio/video interactions.

1 23. (previously presented) The apparatus of claim 14, wherein at least
2 one agent's audio/video interactions per day is analyzed for a quality of service.

1 24. (original) The apparatus of claim 14, wherein the analysis data
2 further comprises:
3 an agent performance element that could be performed even better.

1 25. (original) The apparatus of claim 24, wherein the analysis data
2 further comprises:
3 an agent performance element that was well performed.

1 26. (original) The apparatus of claim 14, wherein the analysis data
2 further comprises:
3 a training tip for the agent based on analyzing the agent's audio/video
4 interactions.

1 27. (previously presented) The apparatus of claim 22, further
2 comprising:
3 a data base comprising a plurality of analysis data collected from an agent.

1 28. (previously presented) The apparatus of claim 23, further
2 comprising:
3 a data base comprising a plurality of analysis data collected from the
4 agents.

1 29. (original) The apparatus of claim 15, wherein the first geographic
2 area is the United States of America and the second geographic area is selected

3 from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South
4 Africa, Swaziland, Tanzania and the Philippines.

1 30. (original) The apparatus of claim 15, wherein the first geographic
2 area is the United States of America and the second geographic area is external to
3 the United States of America.

1 31. (original) The apparatus of claim 15, wherein the first geographic
2 area is the United States of America and the second geographic area is selected
3 from the group consisting of Argentina, Dominican Republic, Ecuador, El
4 Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama
5 and Uruguay.

1 32. (original) The apparatus of claim 15, wherein the first geographic
2 area is France and the second geographic area is selected from the group
3 consisting of Algeria, Rwanda, Senegal and Haiti.

1 33. (previously presented) The apparatus of claim 14, wherein both the
2 first geographic area and the second geographic area are part of the same country.

1 34. (withdrawn) A method comprising:
2 monitoring in real time an audio/video interaction between an agent of a
3 business and a customer;
4 analyzing the audio/video interaction, wherein during the analyzing an
5 analyst observes the storable representation and evaluates the visual aspects of the
6 audio/video interaction to determine analysis data that are related to a quality of
7 service provided to the customer by the agent; and
8 inputting the analysis data into a data processing device, wherein the
9 analysis data is derived from the visual aspects of the audio/video interaction
10 associated with the analyzing.

1 35. (withdrawn) The method of claim 34, wherein the business is
2 located in a first geographic area the analyzing occurs in a second geographic area

3 and the second geographic area is subject to a geographic wage attenuator, and
4 both geographical areas share at least one language in common.

1 36. (withdrawn) The method of claim 34, wherein the analyzing occurs
2 at a frequency that requires at least one of the agent's interactions per day to be
3 analyzed for service quality.

1 37. (withdrawn) The method of claim 34, wherein the audio/video
2 interaction further comprises data associated with the audio/video interaction and
3 the analyst uses the data during the evaluation of the audio/video interaction.

1 38. (withdrawn) The method of claim 34, further comprising:
2 informing the agent of at least one agent performance element that could
3 be performed even better.

1 39. (withdrawn) The method of claim 38, further comprising:
2 notifying the agent of at least one agent performance element that was
3 well performed.

1 40. (withdrawn) The method of claim 34, further comprising:
2 providing a training tip for the agent based on the analyzing.

1 41. (withdrawn) The method of claim 34, wherein during the
2 evaluation the analyst uses a criterion selected from the group consisting of did
3 the agent projected a confident visual appearance, what effect did the agent's
4 body language have on the customer, did the agent make sufficient eye contact
5 with the customer, did the customer appear at ease, and did the customer appear to
6 become upset during the course of the interaction.

1 42. (previously presented) An apparatus comprising:
2 a receiver configured to receive an audio/video interaction between an
3 agent of a business and a customer, the audio/video interaction is capable of being
4 analyzed for service quality by an analyst in real time; and

5 a console, the console is configured to facilitate input of analysis data, the
6 analysis data indicating a quality of service rendered by the agent to the customer
7 after the agent's performance is analyzed by at least one analyst, wherein during
8 the analyst's analysis of audio/video interaction, the analyst uses a criterion
9 selected from the group consisting of did the agent projected a confident visual
10 appearance, what effect did the agent's body language have on the customer, did
11 the agent make sufficient eye contact with the customer, did the customer appear
12 at ease, and did the customer appear to become upset during the course of the
13 interaction.

1 43. (original) The apparatus of claim 42, wherein the business is
2 located in a first geographic area and the audio/video interaction is capable of
3 being analyzed for service quality in a second geographic area and the second
4 geographic area is subject to a geographic wage attenuator.

1 44. (original) The apparatus of claim 42, wherein the agent and the
2 customer are face-to-face during the audio/video interaction.

1 45. (original) The apparatus of claim 42, wherein the agent and the
2 customer are not face-to-face during the audio/video interaction.

1 46. (original) The apparatus of claim 42, wherein a device is used to
2 obtain the storable representation of the audio/video interaction.

1 47. (original) The apparatus of claim 46, wherein the device is selected
2 from the group consisting of a video-telephone, a workstation, an audio/video
3 monitoring system, a lap-top computer, a personal data assistant, a tablet
4 computer and a wearable computer.

1 48. (original) The apparatus of claim 43, further comprising:
2 a communication link to facilitate communications between the first
3 geographic area and the second geographic area.

1 49. (original) The apparatus of claim 48, wherein the communication
2 link further comprises a satellite.

1 50. (original) The apparatus of claim 42, wherein an analysis
2 frequency applied to the agent's audio/video interactions are selected from the
3 group consisting of at least once per day, more than once per day and a frequency
4 sufficient to provide a statistically relevant sample of the agent's audio/video
5 interactions.

1 51. (previously presented) The apparatus of claim 42, wherein at least
2 one of the agent's audio/video interactions per day is analyzed for a quality of
3 service.

1 52. (original) The apparatus of claim 42, wherein the analysis data
2 further comprises:
3 an agent performance element that could be performed even better.

1 53. (original) The apparatus of claim 52, wherein the analysis data
2 further comprises:
3 an agent performance element that was well performed.

1 54. (original) The apparatus of claim 42, wherein the analysis data
2 further comprises:
3 a training tip for the agent based on analyzing the agent's audio/video
4 interaction.

1 55. (previously presented) The apparatus of claim 50, further
2 comprising:
3 a data base comprising a plurality of analysis data based on the agent's
4 audio/video interactions.

1 56. (previously presented) The apparatus of claim 51, further
2 comprising:

3 a data base comprising a plurality of analysis data based on the agent's
4 audio/video interactions.

1 57. (original) The apparatus of claim 42, wherein the audio/video
2 interaction further comprises a telephone call.

1 58. (original) The apparatus of claim 42, wherein the audio/video
2 interaction further comprises an email message.

1 59. (original) The apparatus of claim 43, wherein the first geographic
2 area is the United States of America and the second geographic area is selected
3 from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South
4 Africa, Swaziland, Tanzania and the Philippines.

1 60. (original) The apparatus of claim 43, wherein the first geographic
2 area is the United States of America and the second geographic area is external to
3 the United States of America.

1 61. (original) The apparatus of claim 43, wherein the first geographic
2 area is the United States of America and the second geographic area is selected
3 from the group consisting of Argentina, Dominican Republic, Ecuador, El
4 Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama
5 and Uruguay.

1 62. (original) The apparatus of claim 43, wherein the first geographic
2 area is France and the second geographic area is selected from the group
3 consisting of Algeria, Rwanda, Senegal and Haiti.

1 63. (original) The apparatus of claim 42, wherein analysis of the
2 audio/video interaction results in the transfer of a debit or a credit.

1 64. (withdrawn) A method comprising:
2 analyzing a storable representation of an audio/video interaction between
3 an agent of a business and a customer, wherein during the analyzing an analyst

4 observes the storable representation and performs an evaluation of the visual and
5 audio aspects of the audio/video interaction to determine analysis data that are
6 related to a calibrated quality of service provided to the customer by the agent,
7 wherein the analyst evaluates the agent's interactions at a high frequency;
8 inputting the analysis data into a data processing device, wherein the
9 analysis data is derived from the visual aspects of the audio/video interaction
10 associated with the analyzing, and the analyst is one of a group of calibrated
11 analysts who have been trained to produce scores within a set deviation of each
12 other in response to a common input, wherein a calibration selected from the
13 group consisting of an internal calibration, a client calibration, an anonymous
14 transaction simulation, and a quality audit has been applied to the analysts.

1 65. (withdrawn) The method of claim 64, wherein the analyzing occurs
2 at a frequency that requires at least one of the agent's audio/video interactions per
3 day to be analyzed for a quality of service.

1 66. (withdrawn) The method of claim 65, wherein the audio/video
2 interaction further comprises data associated with the audio/video interaction and
3 the analyst uses the data during the evaluation.

1 67. (withdrawn) The method of claim 66, further comprising:
2 notifying the agent of at least one agent performance element that was
3 well performed; and
4 informing the agent of at least one agent performance element that could
5 be performed even better.

6 68. (withdrawn) The method of claim 67, further comprising:
7 providing a training tip for the agent based on the analyzing.

1 69. (withdrawn) The method of claim 68, further comprising:
2 transferring a debit or a credit in exchange for the analyzing.

1 70. (withdrawn) The method of claim 64, wherein the agent and the
2 customer are face-to-face during the audio/video interaction.

1 71. (withdrawn) The method of claim 64, wherein the agent and the
2 customer are not face-to-face during the audio/video interaction.

1 72. (withdrawn) The method of claim 64, wherein a device is used to
2 obtain the storable representation of the audio/video interaction.

1 73. (withdrawn) The method of claim 72, wherein the device is
2 selected from the group consisting of a video-telephone, a workstation, an
3 audio/video monitoring system, a lap-top computer, a personal data assistant, a
4 tablet computer and a wearable computer.

1 74. (previously presented) An apparatus comprising:
2 a plurality of storable representations of an audio/video interactions
3 arising between an agent of a business and customers, wherein the customers are
4 in a first geographic area;
5 a communication link to transfer the storable representations to a second
6 geographic area; and
7 a storage device coupled with the communication link, to store the storable
8 representations wherein the storable representations are capable of being analyzed
9 for quality of service in the second geographic area by analysts, wherein the
10 analysts observe the storable representations and perform evaluations of the visual
11 and audio aspects of the audio/video interactions to determine analysis data that
12 are related to quality of service provided to the customers, and the second
13 geographic area is subject to a geographic wage attenuator.

1 75. (original) The apparatus of claim 74, wherein at least one of the
2 agent's audio/video interactions per day is analyzed for service quality in the
3 second geographic area.

1 76. (previously presented) The apparatus of claim 75, wherein
2 analyzed for quality of service includes scoring the agent according to predefined
3 criteria.

1 77. (original) The apparatus of claim 76, wherein predefined criteria
2 includes scoring the agent according to criteria developed by sampling agent
3 performance at least once a day on a substantially continuing basis.

1 78. (previously presented) The apparatus of claim 76, wherein during
2 the analysis the analyst uses a criterion selected from the group consisting of did
3 the agent projected a confident visual appearance, what effect did the agent's
4 body language have on the customer, did the agent make sufficient eye contact
5 with the customer, did the customer appear at ease, and did the customer appear to
6 become upset during the course of the interaction.

1 79. (original) The apparatus of claim 74, wherein the agent and the
2 customer are face-to-face during the audio/video interaction.

1 80. (original) The apparatus of claim 74, wherein the agent and the
2 customer are not face-to-face during the audio/video interaction.

1 81. (original) The apparatus of claim 74, wherein a device is used to
2 obtain the storable representation of the audio/video interaction.

1 82. (original) The apparatus of claim 81, wherein the device is selected
2 from the group consisting of a video-telephone, a workstation, an audio/video
3 monitoring system, a lap-top computer, a personal data assistant, a tablet
4 computer and a wearable computer.

1 83. (withdrawn) A data base comprising:
2 analysis data corresponding to analyzed audio/video interactions between
3 an agent and customers, wherein the agent's performance is analyzed at least X
4 times a day and analysis of the audio/video interactions proceeds on a

5 substantially continuing basis by a group of calibrated analysts wherein a
6 calibration technique selected from the group consisting of an internal calibration,
7 a client calibration, an anonymous transaction simulation, and a quality audit has
8 been applied to the calibrated analysts and X is greater than or equal to one.

1 84. (withdrawn) The data base of claim 83, wherein analysis data
2 further comprises:

3 an agent performance element that was well performed.

1 85. (withdrawn) The data base of claim 83, wherein analysis data
2 further comprises:

3 an agent performance element that could be performed even better.

4 86. (withdrawn) The data base of claim 83, wherein analysis data
5 further comprises:

6 a training tip for the agent based on analyzing the agent's interaction with
7 a customer during an audio/video interaction.

1 87. (withdrawn) A computer readable medium containing executable
2 computer program instructions, which when executed by a data processing
3 system, cause the data processing system to perform a method comprising:
4 accessing a storable representation of an audio/video interaction between
5 an agent of a business and a customer;
6 playing the storable representation, wherein during the playing an analyst
7 observes the storable representation and performs an evaluation of the visual
8 aspects of the audio/video interaction to determine analysis data that are related to
9 a quality of service provided to the customer by the agent;
10 receiving the analysis data; and
11 storing the analysis data into a data base.

1 88. (withdrawn) The computer readable medium of claim 87, wherein
2 the business is located in a first geographic area and the playing occurs in a

3 second geographic area and the second geographic area is subject to a geographic
4 wage attenuator.

1 89. (withdrawn) The computer readable medium of claim 87, wherein
2 the agent and the customer are face-to-face during the audio/video interaction.

1 90. (withdrawn) The computer readable medium of claim 87, wherein
2 the agent and the customer are not face-to-face during the audio/video interaction.

1 91. (withdrawn) The computer readable medium of claim 87, wherein
2 the analyst is one of a group of calibrated analysts who have been trained to
3 produce scores within a set deviation of each other in response to a common
4 input.

1 92. (withdrawn) The computer readable medium of claim 91, wherein
2 a calibration selected from the group consisting of an internal calibration, a client
3 calibration, an anonymous transaction simulation, and a quality audit has been
4 applied to the analysts.

1 93. (withdrawn) The computer readable medium of claim 87, wherein
2 the playing occurs at a frequency that requires at least one of the agent's
3 audio/video interactions per day to be analyzed for service quality.

1 94. (withdrawn) The computer readable medium of claim 93, wherein
2 the audio/video interaction further comprises data associated with the audio/video
3 interaction, and the data is used during the evaluation by the analyst.

1 95. (withdrawn) The computer readable medium as set forth in claim
2 94, the method further comprising:

3 notifying the agent of at least one agent performance element that was
4 well performed; and

5 informing the agent of at least one agent performance element that could
6 be performed even better.

1 96. (withdrawn) The computer readable medium of claim 95, wherein
2 during the evaluation the analyst uses a criterion selected from the group
3 consisting of did the agent projected a confident visual appearance, what effect
4 did the agent's body language have on the customer, did the agent make sufficient
5 eye contact with the customer, did the customer appear at ease, and did the
6 customer appear to become upset during the course of the interaction.

1 97. (previously presented) An apparatus comprising:
2 a processor;
3 a reader coupled with the processor;
4 a data input device configured with the processor to accept input from an
5 analyst; and
6 a computer readable medium containing executable computer program
7 instructions, which when executed by the apparatus, cause the apparatus to
8 perform a method comprising:
9 accessing a storable representation of an audio/video interaction
10 between an agent of a business and a customer;
11 playing the storable representation, wherein during the playing the
12 analyst observes the storable representation and performs an evaluation of the
13 visual aspects of the audio/video interaction to determine analysis data that are
14 related to a quality of service provided to the customer by the agent;
15 receiving the analysis data; and
16 storing the analysis data into a data base.

1 98. (previously presented) The apparatus of claim 97, further
2 comprising:
3 a data display configured with the processor to facilitate determining the
4 quality of service within the audio/video interaction.

3 a data display configured with the processor to facilitate determining the
4 quality of service within the audio/video interaction.

1 99. (original) The apparatus of claim 97, wherein the data input device
2 is selected from the group consisting of a computer mouse, a pointing device, a
3 keyboard, and a microphone.

1 100. (original) The apparatus of claim 97, wherein the audio/video
2 interaction further comprises data associated with the audio/video interaction.

1 101. (original) The apparatus of claim 97, wherein the agent and the
2 customer are face-to-face during the audio/video interaction.

1 102. (original) The apparatus of claim 97, wherein the agent and the
2 customer are not face-to-face during the audio/video interaction.

1 103. (original) The apparatus of claim 97, wherein a device is used to
2 obtain the storable representation of the audio/video interaction.

1 104. (original) The apparatus of claim 103, wherein the device is
2 selected from the group consisting of a video-telephone, a workstation, an
3 audio/video monitoring system, a lap-top computer, a personal data assistant, a
4 tablet computer and a wearable computer.